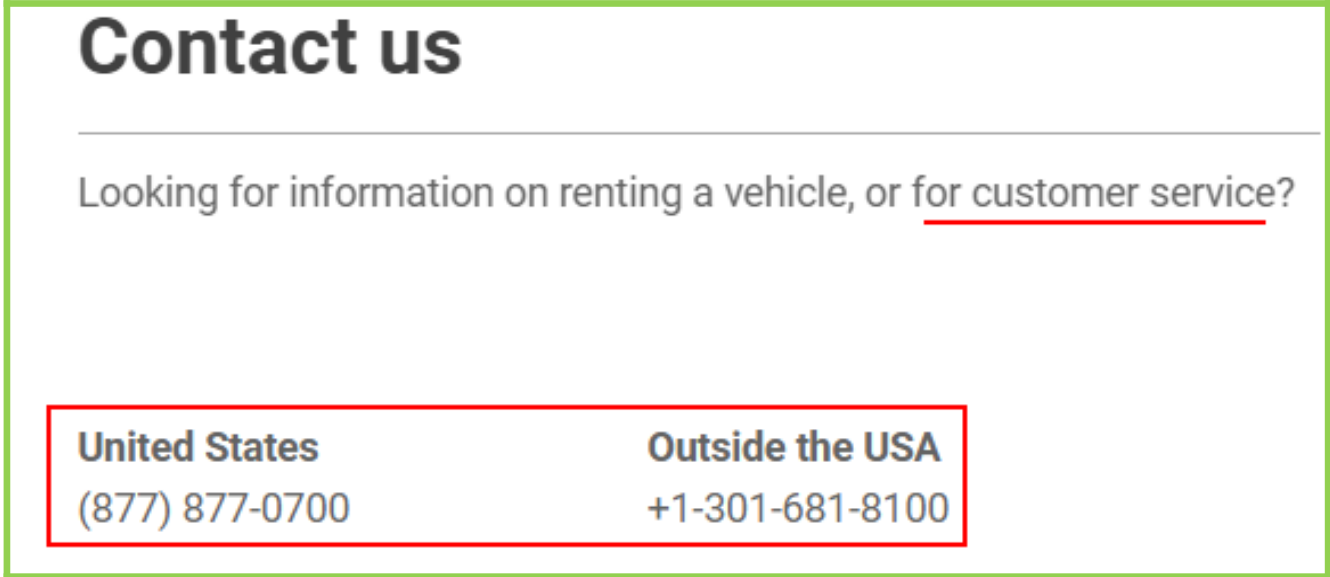

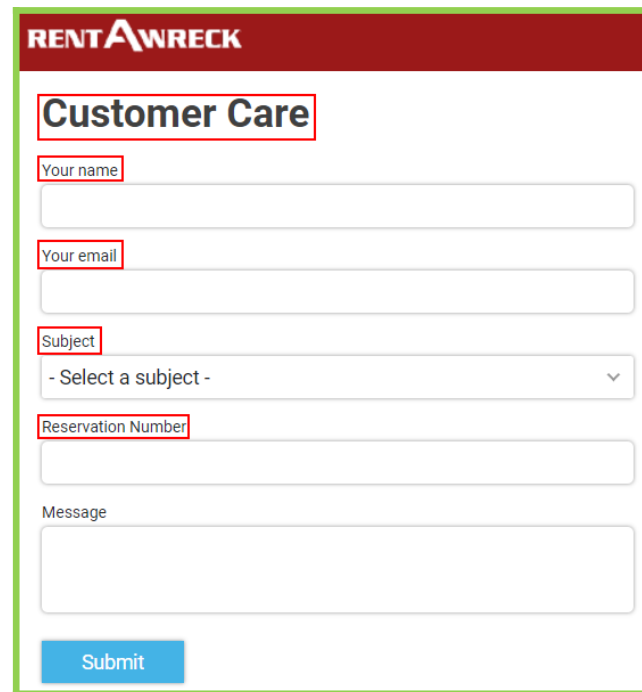


Exhibit 6

Infringement Claim Chart for U.S. Pat. No. US10237420B1 v. Rent-a-Wreck ("Defendant")

Claim 20	Evidence
20. A method of processing requests, comprising:	<p>The Rent-a-Wreck customer service platform performs a method of processing requests.</p> <p>For example, the customer service platform performs a method of connecting requests for assistance, made by callers, to agents that provide the assistance.</p> <div data-bbox="592 548 1913 1122">  </div> <p>Source: https://www.rentawreck.com/contact.htm</p> <div data-bbox="611 1230 1894 1328">  </div> <p>Source: https://www.rentawreck.com/helpful-information.htm</p>

<p>estimating at least one content-specific or requestor-specific characteristic associated with each received request;</p>	<p>The Rent-a-Wreck customer service platform estimates a content-specific or a requestor-specific characteristic associated with each received request.</p> <p>For example, the customer service platform uses information provided by the caller, such as through interactive voice responses, email and chatbots to determine the nature of the call.</p> <div data-bbox="921 482 1558 1169" data-label="Form">  </div> <p>Source: https://www.rentawreck.com/initchat.html</p> <div data-bbox="791 1274 1701 1344" data-label="Text"> <p>Live Chat Login Create Account (877) 877-0700</p> </div> <p>Source: https://www.rentawreck.com/helpful-information.htm</p>
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	<div data-bbox="903 258 1583 558" data-label="Image"> </div> <p>Source: https://www.rentawreck.com/contact.htm</p>
<p>determining availability of a plurality of alternate target resources, each respective target resource having at least one respective target characteristic;</p>	<p>The Rent-a-Wreck customer service platform determines the availability of multiple alternate target resources, each of which has a target characteristic.</p> <p>For example, the customer service platform determines agents that are available to handle the call based, at least in part, on the current availability and skill set of each agent (e.g. language).</p> <div data-bbox="747 919 1736 1354" data-label="Image"> </div> <p>Source: https://www.rentawreck.com/contact.htm</p>

	<div data-bbox="604 259 1902 357"> Live Chat Login Create Account (877) 877-0700 </div> <p>Source: https://www.rentawreck.com/helpful-information.htm</p> <div data-bbox="594 464 1908 849"> <div> Helpful Information Book a car NOW! </div> <hr/> <div> About us Rent-A-Wreck and Safe Cars History Helpful Information Mission Statement </div> <hr/> <div> Facts for Customers </div> <div> Renting a car </div> <p>Renting a car can be confusing, especially if you are a first-time renter or don't understand the terminology involved. The following information is intended to clarify some car rental industry terminology and provide a guide to car rental for those unfamiliar with the process.</p> <div> Understanding the Terms and Charges </div> <p><u>Always ask about charges before you sign your car rental agreement. If you are not sure about a specific charge or have questions about the language on your rental contract, ask questions at the counter. Your friendly Rent-A-Wreck customer service representative will be glad to help.</u></p> </div> <p>Source: https://www.rentawreck.com/helpful-information.htm</p>
<p>evaluating, with at least one automated processor, a plurality of alternate allocations of the respective received request with different available targets, according to a ranking dependent on</p>	<p>The Rent-a-Wreck customer service platform evaluates, with an automated processor, multiple alternate allocations of the received request with different available targets. The evaluation is done according to a ranking that is dependent on a probabilistic predictive multivariate evaluator. The evaluator is based on the content-specific or requestor-specific characteristic, and the respective target characteristic of the multiple alternate target resources.</p> <p>For example, the customer service platform uses the nature of the call and the availability and skill set of the agents to determine which possible allocation of the call to a given agent will have the best likelihood of a positive outcome for the caller.</p>

a probabilistic predictive multivariate evaluator, based on the at least one content-specific or requestor-specific characteristic, and the respective target characteristics of the plurality of alternate target resources; and

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Facts for Customers

Renting a car

Renting a car can be confusing, especially if you are a first-time renter or don't understand the terminology involved. The following information is intended to clarify some car rental industry terminology and provide a guide to car rental for those unfamiliar with the process.

Understanding the Terms and Charges

Always ask about charges before you sign your car rental agreement. If you are not sure about a specific charge or have questions about the language on your rental contract, ask questions at the counter. Your friendly Rent-A-Wreck customer service representative will be glad to help.

Source: <https://www.rentawreck.com/helpful-information.htm>

What services does Rent-A-Wreck offer?

Rent-A-Wreck offers its services in car rental industry.

How to write a complaint about Rent-A-Wreck?

To write a complaint about Rent-A-Wreck and get an answer from the officials of Rent-A-Wreck, Complaintsboard.com's objective complaint writing and answer providing system can be used. Product shipment, payment, communication, billing, and any kind of service-related complaint about Rent-A-Wreck can be filed via the specific Rent-A-Wreck complaint section.

Source: <https://www.complaintsboard.com/rent-a-wreck-b126894/contacts>

	<div data-bbox="850 232 1514 261" data-label="Section-Header"> <h3>Is ComplaintsBoard.com associated with Rent-A-Wreck?</h3> </div> <div data-bbox="850 276 1646 388" data-label="Text"> <p>ComplaintsBoard.com is not affiliated, associated, authorized, endorsed by, or in any way officially connected with Rent-A-Wreck Customer Service. <u>Initial Rent-A-Wreck complaints should be directed to their team directly. You can find contact details for Rent-A-Wreck above.</u></p> </div> <div data-bbox="850 404 1652 514" data-label="Text"> <p>ComplaintsBoard.com is an independent complaint resolution platform that has been successfully voicing consumer concerns since 2004. We are doing work that matters - <u>connecting customers with businesses around the world and help them resolve issues and be heard.</u></p> </div> <div data-bbox="556 560 1659 596" data-label="Text"> <p>Source: https://www.complaintsboard.com/rent-a-wreck-b126894/contacts</p> </div>
<p>generating a control signal, by the at least one automated processor, selectively dependent on the evaluating, to control the allocations of the respective received request with the different available targets.</p>	<p>The automated processor of the Rent-a-Wreck customer service platform generates a control signal to control the allocation of the received request with the different available targets. Generation of the control signal is selectively dependent on the evaluation result.</p> <p>For example, the customer service platform generates a control signal to connect the call with the agent who is most likely to result in a positive outcome for the caller in view of other factors such as overall throughput of the customer service platform and the priority and requirements of other concurrent calls.</p> <div data-bbox="598 1015 877 1049" data-label="Section-Header"> <h3>Helpful Information</h3> </div> <div data-bbox="1692 1015 1890 1044" data-label="Text"> <p>Book a car NOW!</p> </div> <div data-bbox="606 1073 1274 1097" data-label="Text"> <p>About us Rent-A-Wreck and Safe Cars History Helpful Information Mission Statement</p> </div> <div data-bbox="598 1123 861 1154" data-label="Section-Header"> <h3>Facts for Customers</h3> </div> <div data-bbox="598 1180 747 1209" data-label="Section-Header"> <h4>Renting a car</h4> </div> <div data-bbox="598 1226 1883 1271" data-label="Text"> <p>Renting a car can be confusing, especially if you are a first-time renter or don't understand the terminology involved. The following information is intended to clarify some car rental industry terminology and provide a guide to car rental for those unfamiliar with the process.</p> </div> <div data-bbox="598 1294 1085 1326" data-label="Section-Header"> <h4>Understanding the Terms and Charges</h4> </div> <div data-bbox="598 1331 1887 1377" data-label="Text"> <p><u>Always ask about charges before you sign your car rental agreement. If you are not sure about a specific charge or have questions about the language on your rental contract, ask questions at the counter. Your friendly Rent-A-Wreck customer service representative will be glad to help.</u></p> </div>

Source: <https://www.rentawreck.com/helpful-information.htm>

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Source: <https://www.rentawreck.com/helpful-information.htm>

Is ComplaintsBoard.com associated with Rent-A-Wreck?

ComplaintsBoard.com is not affiliated, associated, authorized, endorsed by, or in any way officially connected with Rent-A-Wreck Customer Service. Initial Rent-A-Wreck complaints should be directed to their team directly. You can find contact details for Rent-A-Wreck above.

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